

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **Hughes et al.**

Serial No.: **10/644,677**

Filed: **August 20, 2003**

For: **Management of Support Center
Calls**

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Group Art Unit: **3623**

Examiner: **Robertson, David**

Attorney Docket No.: **END920030069US1**

37945

PATENT TRADEMARK OFFICE
CUSTOMER NUMBER

LETTER TO THE OFFICIAL DRAFTSMAN

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Submitted herewith are formal drawings (13 sheets) for the above-identified application.

Respectfully submitted,

/Duke W. Yee/

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